

Service Request Tracking System



March 30, 2015

TOPIC: FULL SERVICE PARTNERSHIP (FSP) DISENROLLMENT, INACTIVE STATUS AND TRANSFERS



DO

Create a new SRTS record to <u>transfer</u> an enrolled FSP client to another FSP provider.

DO NOT



Create a new SRTS record to <u>disenroll or</u> <u>inactivate</u> an enrolled FSP client.

SRTS Tip for FSP: What started on paper stays on paper, with the exception of *transfers*.

Initiating a disenrollment or inactive status request in the SRTS can only occur if the client was authorized via SRTS. The existing record is then transferred with the appropriate transfer reason.

⇒ See SRTS Workflows for additional information.